

THE TULALIP TRIBES
TGO/QCC/BINGO
Job Description

JOB TITLE: Lead Concierge

POSITION NUMBER: TGO-192-11

NOTE: Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

EDUCATION:

- ☐ High School Diploma or GED equivalent required. **(Please submit copy of either document with application)**

SKILLS:

- ☐ Solid interpersonal, networking, and public relation skills with emphasis on verbal communication and interfacing with a diverse array of people, i.e., executives, management, team members, guests, and vendors, using poise, tact, and diplomacy. **(Test required)**
- ☐ Must have excellent organizational, verbal, interpersonal, and guest relation skills.
- ☐ Ability to maintain composure, think clearly, and perform well under pressure working in a fast paced environment.
- ☐ Must have accurate computer skills for creating routine business correspondence, i.e., memorandums, letters, etc. **(Test required)**
- ☐ Must have strong math skills. **(Test Required)**
- ☐ Must be able to follow verbal and written instructions.
- ☐ Must be able to handle multiple priorities and tasks.

EXPERIENCE:

- ☐ Minimum of three (3) years experience working in a guest service field.
- ☐ Minimum of three (3) years experience as a Concierge.
- ☐ Minimum of two (2) years working experience using Microsoft Office and/or Word, Excel and Access.
- ☐ Minimum of one (1) year experience in a supervisory position.
- ☐ Minimum of one (1) year experience working in a hotel environment.

OTHER REQUIREMENTS:

- ☐ Must be at least 21 years old. **(Please submit documentation with application)**
- ☐ Must have a valid Driver's License and personal automobile insurance. **(Please submit documentation with application)**
- ☐ Must have the tolerance and patience for dealing with upset, angry and/or frustrated guests.
- ☐ Must be able to work in a culturally diverse environment.
- ☐ Must attend mandatory guest service training.
- ☐ Will be responsible for the deliverance of the highest level of guest service to all guests, VIP's, and co-workers.
- ☐ Must be able to successfully complete either a tribal, state, or federal background investigation.
- ☐ Must be able to obtain a Hotel permit per Regulation 12 with the Tulalip Gaming Agency.
- ☐ Must be able to work any shift assigned to include days, swing, grave, weekends and/or holidays.
- ☐ Must have successful employment history with the Tulalip Tribes and/or other employers.

Physical Characteristics and/or Prerequisites:

- ☐ Manual and finger dexterity for the operation of a personal computer, routine paperwork.
- ☐ Must be able to stand and/or walk for prolonged periods of time.
- ☐ Ability to lift objects weighing up to 50 lbs. on an occasional basis.
- ☐ Tolerance to be exposed to a smoke filled environment.

Tribal Department: Guest Services

Employee Classification: Non-exempt

Job Summary: Supports Concierge team with information to guests regarding hotel services, features, and amenities. Coordinates guest requests for special arrangement of services. Makes sure Concierge team has extensive knowledge of the local area, surrounding venues, and upcoming events.

Employee Reports To: Guest Services Supervisor or designee

Extent of Job Authority: Under the direction of the Guest Services Supervisor, coordinates guest's requests and assists with the supervision of the Concierge team members in accordance with established policies and procedures.

Specific Duties Performed:

1. Develops and maintains positive relationships with guests to provide maximum personalized guest service.
2. Provides superior service for all guests' requests and maintains excellent follow through for all requested services.
3. Collects and provides comprehensive information and coordinates guest requests regarding hotel facilities, services, events, local area, places of interest, restaurants, tours, travel routes/directions, transportation, personal services, and any other information requested.
4. Provides guest assistance with florist, couriers, mail services, rentals, international calls, etc.
5. Arranges tickets, bookings, appointments, and reservations at guest's request.
6. Maintains knowledge of all Tulalip Resort Casino, QCC, Bingo, and surrounding community and special events in order to accurately provide guests with accurate and current information.
7. Obtains information on area upcoming events via the Internet, local newspapers, Chamber of Commerce, etc.
8. Interacts with guests in a courteous and efficient manner by maintaining a pleasant, smiling, and inviting demeanor at all times.
9. Resolves all guest requests, concerns, complaints and suggestions quickly, efficiently, and courteously in a continuous effort to provide exceptional guest service
10. Maintains communication with the Rewards Club Hosts to stay current with Rewards Club benefits and special events.
11. Complies with accident and loss prevention programs, as well as, health and safety standards and regulations.
12. Maintains a clean, organized, and safe working environment.
13. Ensures the safety and security of all guest and team members by reporting any suspicious activity to the Guest Services Supervisor and/or designee.
14. Adheres to all department and Tulalip Resort Casino policies and procedures.
15. Ensures all Concierge team members uphold the Tulalip Resort Casino's Commitment to Hospitality.
16. Demonstrates positive working relationships and communication skills conducive to a professional and friendly work environment with all departments.
17. Attends training and team meetings as required.
18. Maintains availability and dedication to Tulalip Resort Casino by being available to work as needed, including weekends, holidays and evenings.
19. Ensures all costing out at the end of the night are correct and charge appropriately to the right departments
20. Participates in the selection and hiring of new team members.
21. Supervision of Concierge/Concierge Intern team members in their daily duties, attitude, professionalism, appearance, and performance.
22. Assists with the training, coaching, and counseling of Concierge team members.
23. Maintains and initiates strong communication with Guest Services Supervisors.
24. Support and participate in all hotel programs, policies, and procedures with special emphasis on the orientation of new team members.
25. Make suggestions for improvements in overall operations with an emphasis on the increasing guest satisfaction, revenues, as well as, reducing costs.
26. Adheres to strict confidentiality of information both seen and/or heard at all times.
27. Maintains a high degree of professionalism and integrity at all times.
28. Performs and assists with other duties as assigned.

Terms of Employment: This is a Regular Full-time position requiring up to 40 hours per week or 2080 hours per year.

Pay Rate: \$17.89 per hour

Opening Date: June 10, 2011

Closing Date: June 24, 2011 @ 4pm

Please return your completed application with required attachments, by the closing date and time, to the Tulalip Tribes Central Employment Office, located at 10200 Quil Ceda Blvd Tulalip, WA 98271. Tulalip Employment hours Monday-Friday, 9:00 a.m. to 5:00 p.m. Main telephone number (360) 716-1562.